TM-800/1000 and TS-700/900 Administrator Manual

Version 4.0

The RHUB web conferencing and remote support appliance

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1. Installation

The TM-800/1000 and TS-700/900 Web conferencing server package includes:

- TM-800/1000 and TS-700/900 appliance (or server)
- Power cord
- Brackets

2.1. Accessing the TM-800/1000 and TS-700/900 Appliance

To access the TM-800/1000 and TS-700/900 appliances, use plug-and-play. An Internet browser needs to be used to access and configure the server.

I. Plug-and-Play

This method requires that you have:

- A DHCP server on your network
- A computer with Microsoft Windows (98, 2000, XP or Vista)

It is important to follow the order of the instructions below to start the server for initial setup:

1. Connect the server with an Ethernet cable to your network
2. Plug in the power cord and power on the appliance
3. Wait for 1 minute

Open a browser on your computer and type "http://myonlinemeeting". The following page should appear:

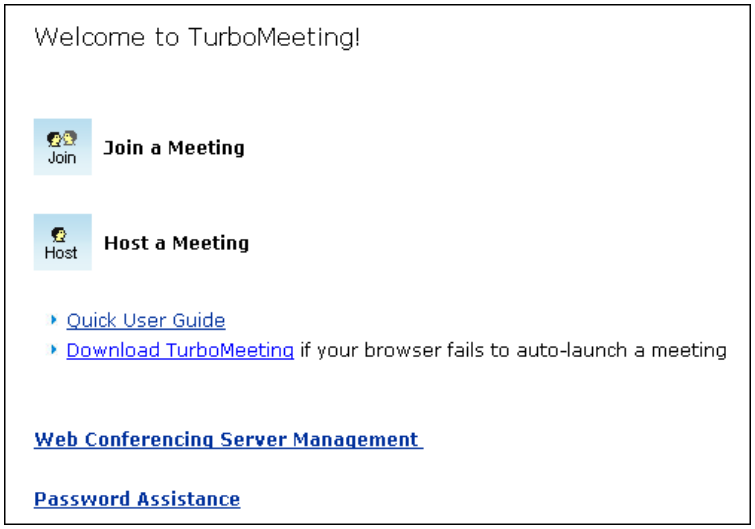


Figure 1.1. Home Page

If the page (Figure 1.1) does not display, use the next method for initial start up.

II. Local Access

If you fail to access the appliance by the above method, do the following:

- Plug in your keyboard, mouse and monitor to the appliance
- Power on the appliance
- Wait for 1 minute
- Type "**turbomeeting**" as the Username and "**password**" as the Password
- Wait for up to a couple of minutes and you will be connected to the Fedora 4 desktop.
- Open a browser by clicking the browser icon on the top banner
- This will take you to the TurboMeeting web login page (Figure 1.2)
- Follow the sections below to configure the appliance using the browser.

2. Configuring the TM-800/1000 and TS-700/900

After you access the meeting server home page (Figure 1.1), click the “Web Conferencing Server Management” link and you will see the login page shown in Figure 2.1. Type

- **admin** for the Email field
- **password** for the Password field

To change the default administrator account, you use “Manage Users” (see Section 3) to change the default email and password to your choice.

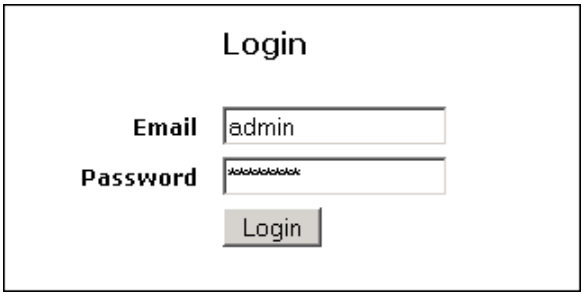


Figure 2.1 Login Page

After login, the **System Management** home page is displayed. The System Management Navigation frame is shown in Figure 2.2:

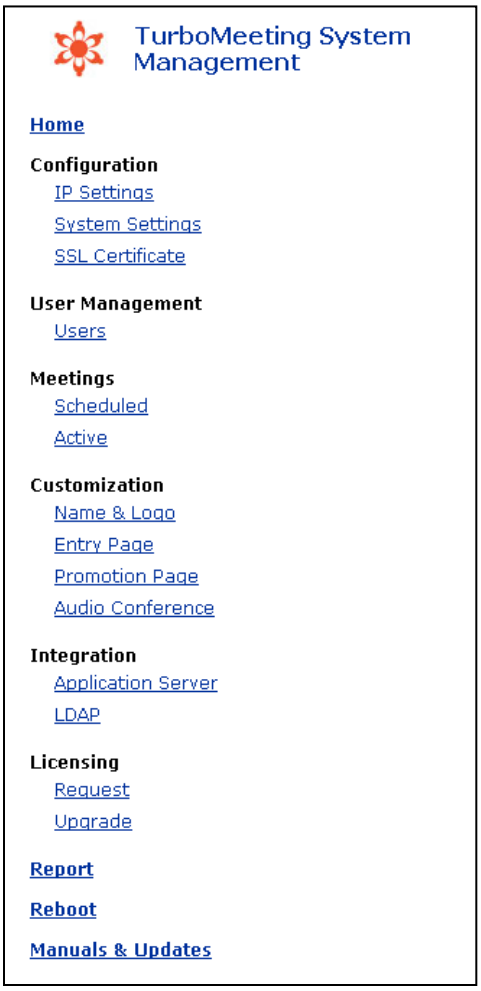


Figure 2.2 Management Navigation frame

2.1. Configure Server IP Settings

Click the Configuration for IP Settings link. Figure 2.3 is displayed:

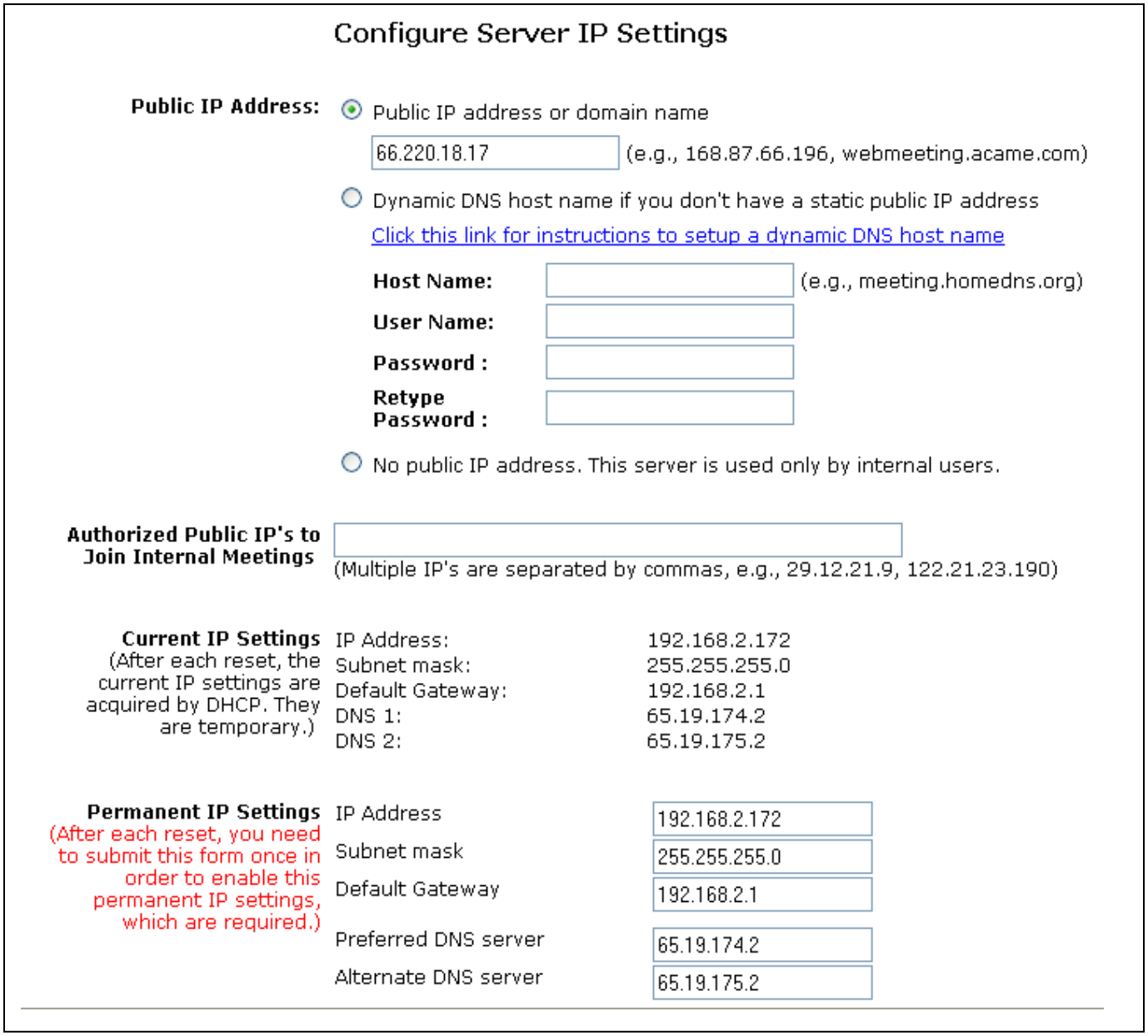

Configure Server IP Settings
Public IP Address:
Public IP address or domain name
66.220.18.17
(e.g., 168.87.66.196, webmeeting.acame.com)
Dynamic DNS host name if you don't have a static public IP address
Click this link for instructions to setup a dynamic DNS host name
Host Name:
(e.g., meeting.homedns.org)
User Name:
Password :
Retype Password :
No public IP address. This server is used only by internal users.
Authorized Public IP's to Join Internal Meetings
(Multiple IP's are separated by commas, e.g., 29.12.21.9, 122.21.23.190)
Current IP Settings
(After each reset, the current IP settings are acquired by DHCP. They are temporary.)
IP Address: 192.168.2.172
Subnet mask: 255.255.255.0
Default Gateway: 192.168.2.1
DNS 1: 65.19.174.2
DNS 2: 65.19.175.2
Permanent IP Settings
(After each reset, you need to submit this form once in order to enable this permanent IP settings, which are required.)
IP Address 192.168.2.172
Subnet mask 255.255.255.0
Default Gateway 192.168.2.1
Preferred DNS server 65.19.174.2
Alternate DNS server 65.19.175.2

Figure 2.3 Configure Server IP Settings

Note that if you change the IP settings and submit the changes, your browser may hang because the IP is changed. You should use the updated IP to access the appliance.

The following describes the fields in Figure 2.3.

- **Public IP Address**

  In order for users outside your LAN to host or join meetings, you have to assign a public IP address. If you don't have a fixed public IP address, you can go to http://www.dyndns.com to set up a domain name and copy the domain information and your DynDNS user account information to the meeting server configuration page. After that, you can always access your RHUB appliance by the domain name you set at DynDNS.

  Note that RHUB offers the DynDNS client as a convenience to our customers. RHUB is in no way affiliated with DynDNS or responsible for their service. Any fees that you may incur with DynDNS are between you and DynDNS and have nothing to do with RHUB.

- **Authorized Public IP's to Join Internal Meetings**

  If you have branch offices outside your LAN and you don't have a VPN, use this setting to allow employees from those branch offices to join an internal secured meeting hosted in your LAN.

- **Current IP Settings**

  These are the IP addresses that the meeting server has currently.

- **Permanent IP Settings**

  The Permanent IP Settings refer to the desired IP settings you want your meeting server to have. The permanent IP address can be the same as "Public IP Address" or different from "Public IP Address". If the permanent IP is a local IP address, it will be different from the public IP address. In such a case, you will need to do port forwarding on your firewall/router to forward TCP traffic from the ports (80, 443 and 8889) at the public IP address to the corresponding ports at the permanent IP address. See the next section for details.

  Carefully check that the DNS setting is correct. A wrong DNS setting will stop the meeting server from connecting to the RHUB Communications' release servers for automatic updates.

  Note that after you change the permanent IP settings, the web page will hang because the server IP address has been changed. You will need to use the new IP address to access the appliance.

If you make a mistake in configuration, you need to reset the appliance. Refer to Section 6 for details.

2.2. System Settings

In the left frame of the System Management page, under Configuration click the System Settings link. Figure 2.4 is displayed.

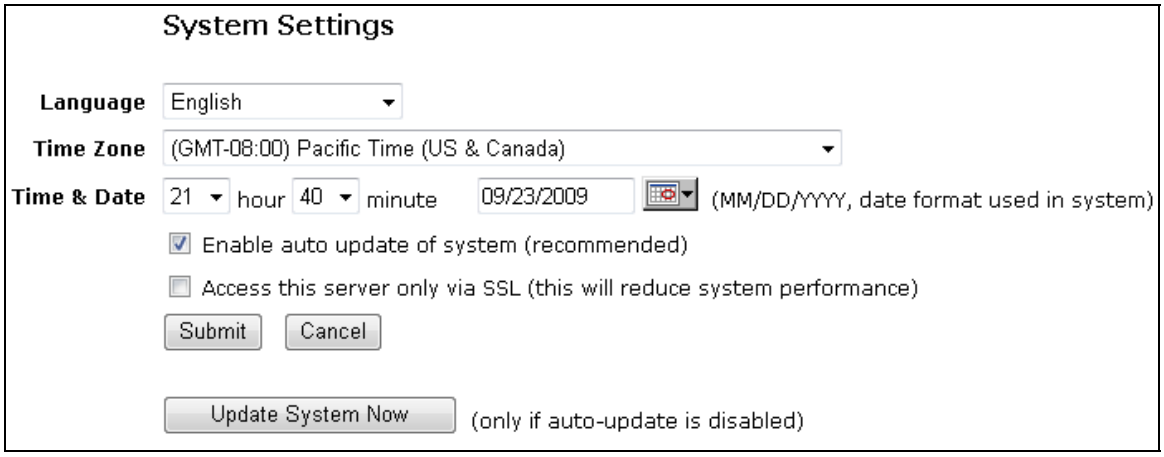


Figure 2.4 System Settings

The following describes the fields in Figure 2.4.

- **Language**

  The language for the TurboMeeting System Management UI can be changed to English, Chinese (Simplified), Chinese (Traditional), Japanese or Spanish.

- **Time Zone** and **Time & Date**

  Set the correct time zone, time and date for the RHUB appliance.

- **Enable auto update of system**

  The RHUB appliance retrieves software updates automatically if this is enabled. . This is done at 3 AM for the time set on the appliance.

- **Access this server only via SSL**

  By default, screen images during a meeting are transmitted with RHUB proprietary encryption for efficiency. However, you can use SSL for encryption by enabling the **Access this server only via SSL** option. See the section **Manage Your SSL Certificate** about how to upload your own SSL Certificate.

- **Update System Now**

  This feature retrieves updated RHUB appliance software from the RHUB web site.

2.3. Managing Your SSL Certificate

In the left frame of the System Management page, under Configuration click the SSL Certificate link. Step 1 of setting up an SSL certificate is displayed as in Figure 2.5.

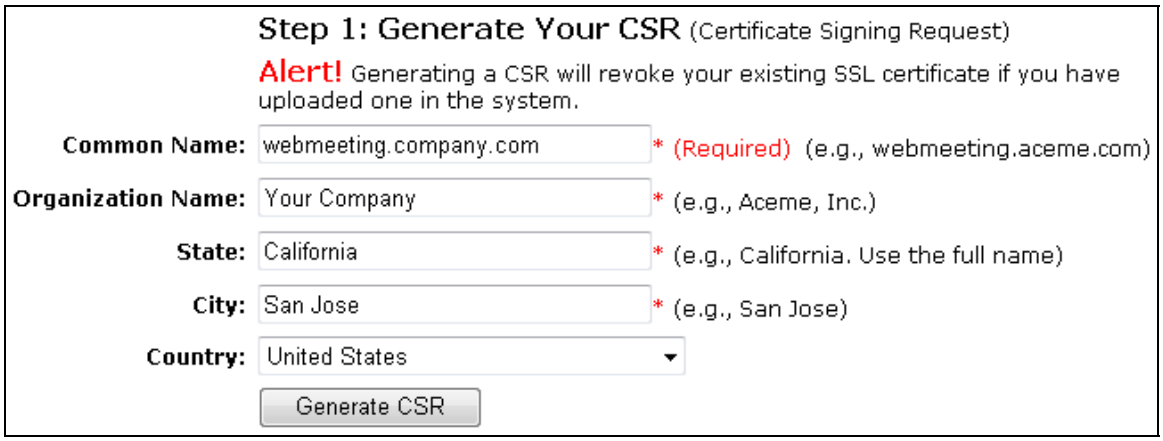

Step 1: Generate Your CSR (Certificate Signing Request)
Alert! Generating a CSR will revoke your existing SSL certificate if you have uploaded one in the system.
Common Name: webmeeting.company.com * (Required) (e.g., webmeeting.aceme.com)
Organization Name: Your Company * (e.g., Aceme, Inc.)
State: California * (e.g., California. Use the full name)
City: San Jose * (e.g., San Jose)
Country: United States
Generate CSR

Figure 2.5 Setting up an SSL Certificate, step 1

The following describes the fields in Figure 2.5.

- **Common Name**

  This is the domain name for your RHUB appliance. This must match the domain name you specify in your SSL certificate.

- **Organization Name**

  This is the Organization Name you specify in your SSL certificate.

- **State, City** and **Country**

  This is the State, City, and Country that you specify in your SSL certificate.

Next, obtain an SSL certificate as shown in Step 2 (Figure 2.6). For the SSL certificate, specify the same Common Name, Organization, State, City and Country that you specified in Step 1.

Step 2: Purchase Your SSL Certificate
Go to http://www.instantssl.com and purchase an "Instant SSL" certificate with the CSR you just created. During the checkout on the website, select "Apache-ModSSL" as the "Web Server Software". This system SSL function has been only tested with an Instant SSL certificate by Comodo Certificate Authority (CA). Comodo is a high quality, affordable CA.

Figure 2.6 Setting up an SSL Certificate, step 2

Locate your SSL Certificate file and your CA Root Certificate file. Using Microsoft WordPad, copy and paste the contents of these files into the files shown in step 3 (Figure 2.7).

Figure 2.7 Setting up an SSL Certificate, step 3

Test your SSL Certificate as described in step 4 (Figure 2.8).

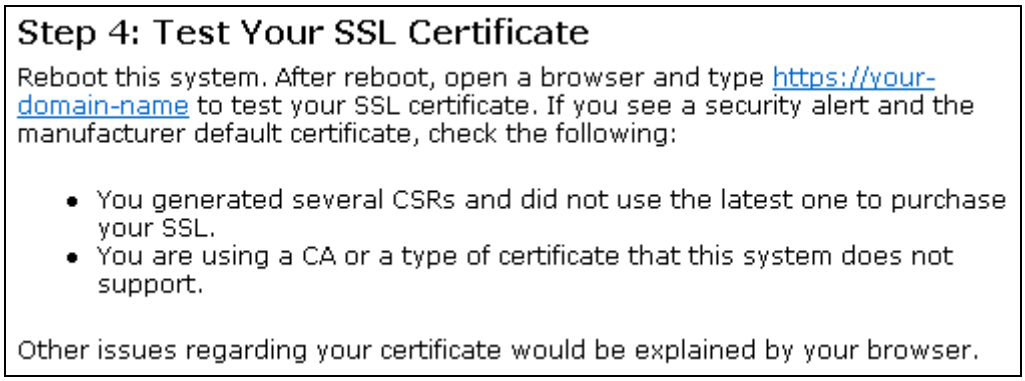
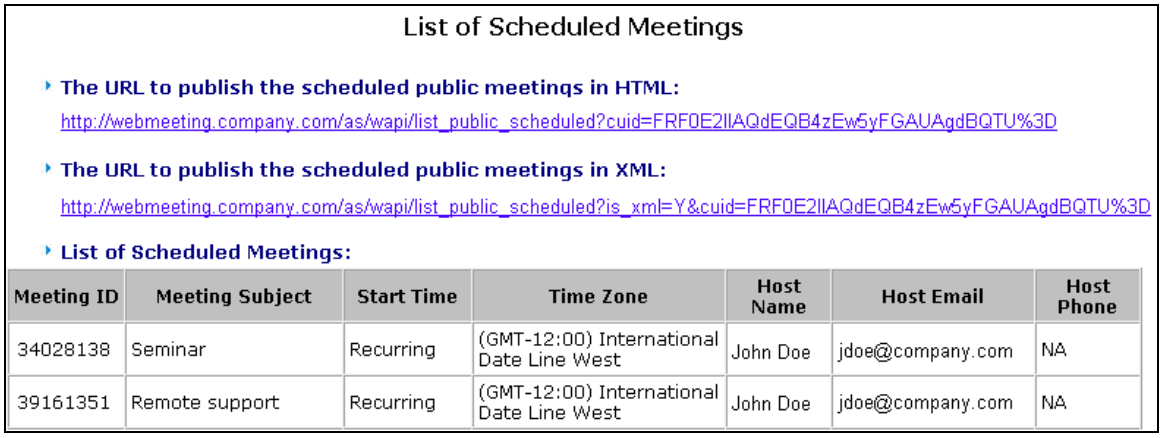

Step 4: Test Your SSL Certificate
Reboot this system. After reboot, open a browser and type https://your-domain-name to test your SSL certificate. If you see a security alert and the manufacturer default certificate, check the following:
You generated several CSRs and did not use the latest one to purchase your SSL.
You are using a CA or a type of certificate that this system does not support.
Other issues regarding your certificate would be explained by your browser.

Figure 2.8 Setting up an SSL Certificate, step 4

2.4. Scheduled Meetings and Active Meetings

In the left frame of the System Management page, under Meetings click the Scheduled link. This feature shows you the list of scheduled meetings for your RHUB appliance. The provided URLs show all of the public meetings and provide a link for how to join the meeting.



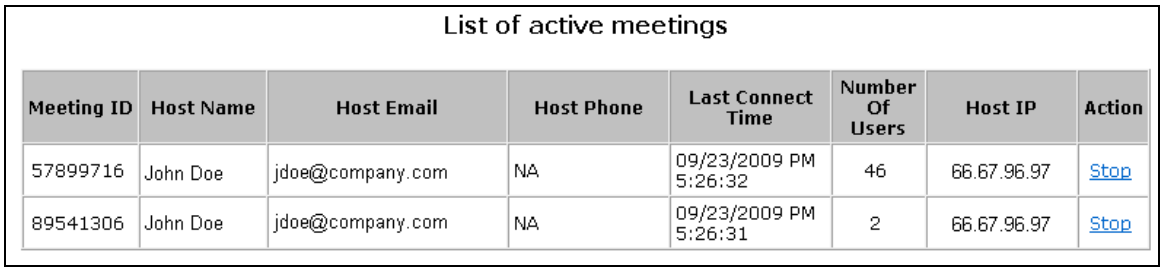
List of Scheduled Meetings

- **The URL to publish the scheduled public meetings in HTML:**
  http://webmeeting.company.com/as/wapi/list_public_scheduled?cuid=FRF0E2IlAQdEQB4zEw5yFGAUAgdBQTU%3D
- **The URL to publish the scheduled public meetings in XML:**
  http://webmeeting.company.com/as/wapi/list_public_scheduled?is_xml=Y&cuid=FRF0E2IlAQdEQB4zEw5yFGAUAgdBQTU%3D
- **List of Scheduled Meetings:**

Meeting ID	Meeting Subject	Start Time	Time Zone	Host Name	Host Email	Host Phone
34028138	Seminar	Recurring	(GMT-12:00) International Date Line West	John Doe	jdoe@company.com	NA
39161351	Remote support	Recurring	(GMT-12:00) International Date Line West	John Doe	jdoe@company.com	NA

Figure 2.9 List of scheduled meetings

In the left frame of the System Management page, under Meetings click the Active link. This feature shows you the list of active meetings for your RHUB appliance. As the administrator, you can stop an Active meeting by clicking the Stop link as shown in Figure 2.10.



List of active meetings

Meeting ID	Host Name	Host Email	Host Phone	Last Connect Time	Number Of Users	Host IP	Action
57899716	John Doe	jdoe@company.com	NA	09/23/2009 PM 5:26:32	46	66.67.96.97	Stop
89541306	John Doe	jdoe@company.com	NA	09/23/2009 PM 5:26:31	2	66.67.96.97	Stop

Figure 2.10 List of active meetings

2.5. Customizing the Meeting Start and Promotion Pages

In the left frame of the System Management page, under Customization click the Name & Logo link. This feature allows the Administrator to use show your company's name and logo on the standard meeting home page.

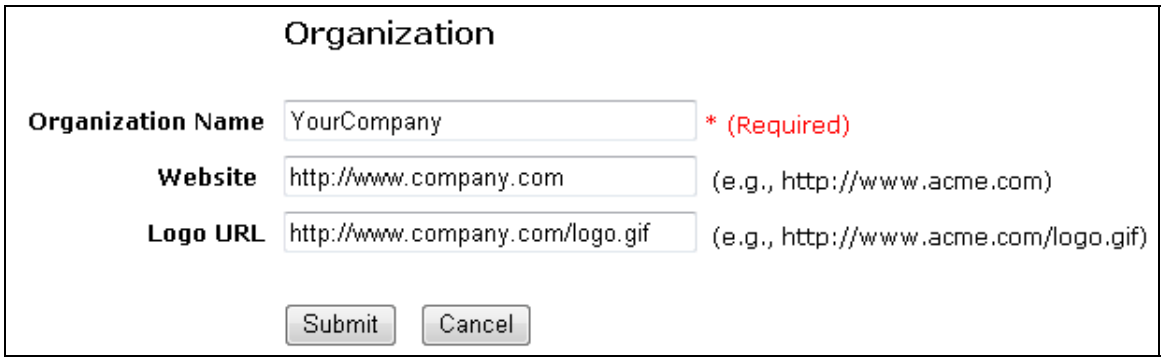


Figure 2.11 Change the name and logo on standard meeting home page

In the left frame of the System Management page, under Customization click the Entry Page link. This feature allows the Administrator to use a different home page as the standard meeting home page.

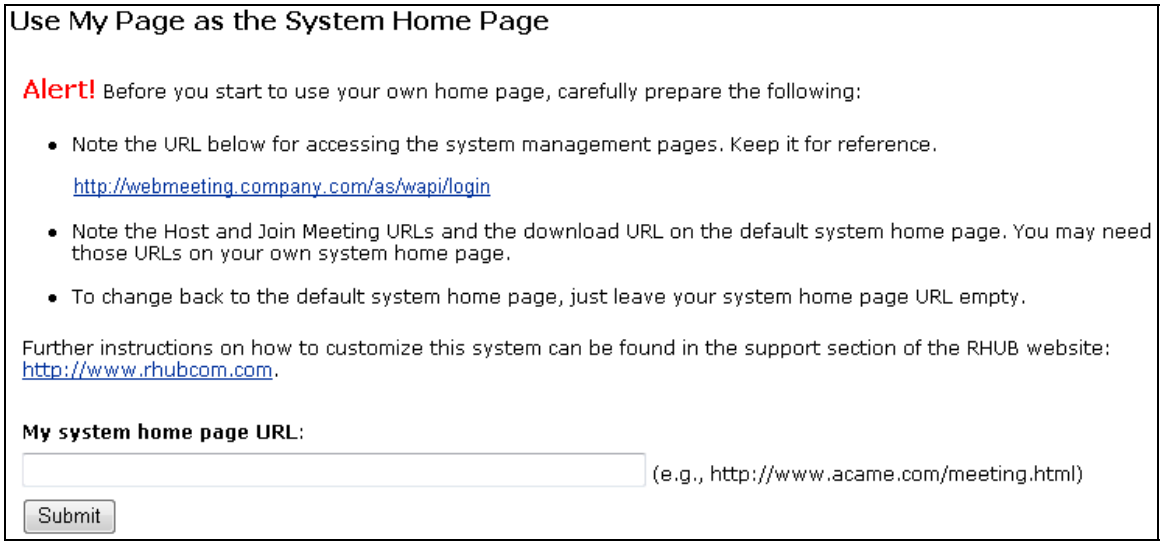

Use My Page as the System Home Page
Alert! Before you start to use your own home page, carefully prepare the following:
Note the URL below for accessing the system management pages. Keep it for reference.
http://webmeeting.company.com/as/wapi/login
Note the Host and Join Meeting URLs and the download URL on the default system home page. You may need those URLs on your own system home page.
To change back to the default system home page, just leave your system home page URL empty.
Further instructions on how to customize this system can be found in the support section of the RHUB website: http://www.rhubcom.com.
My system home page URL:
(e.g., http://www.acame.com/meeting.html)
Submit

Figure 2.12 Use a new page for the meeting home page

The system home page specified in Figure 2.12 should contain ways for users to host and join meetings. There are two ways for users to host and join meetings:

1. click URLs (or buttons associated with the URLs) on your page
2. submit forms on your page

Using URLs is the easiest way for customization. Using forms gives you a better control of customization. In the following examples, substitute for `yourMeetingServerAddress` the host name (e.g. webmeeting.company.com) for your RHUB appliance.

Here is the URL that is used to host a meeting:

```
http://yourMeetingServerAddress/as/wapi/goto_downloader?role=host
```

Here is the URL that is used to join a meeting:

```
http://yourMeetingServerAddress/as/wapi/goto_downloader?role=attendee
```

Here is the HTML code used to allow users to host a meeting:

```
<form action="http://yourMeetingServerAddress/as/wapi/goto_downloader"
      method="post">
   <input type="hidden" name="role" value="host">
   Email Address:
      <input type="text" name="email" value="">
   Password:
      <input type="password" name="user_password" value="">
   <input type="submit" name="submit" value="Host Meeting">
</form>
```

Here is the HTML code used to allow users to join a meeting:

```
<form action="http://yourMeetingServerAddress/as/wapi/goto_downloader"
      method="post">
   <input type="hidden" name="role" value="attendee">
   Meeting ID:
      <input type="text" name="meeting_id" value="">
   Meeting Password:
      <input type="password" name="password" value="">
   Your Name:
      <input type="text" name="name" value="">
   <input type="submit" name="submit" value="Join Meeting">
</form>
```

In the left frame of the System Management page, under Customization click the Promotion Page link. This allows the Administrator to change the web page that meeting attendees see when a meeting ends. The web page can be used to solicit feedback, sell products or services, or display your organization's home page.

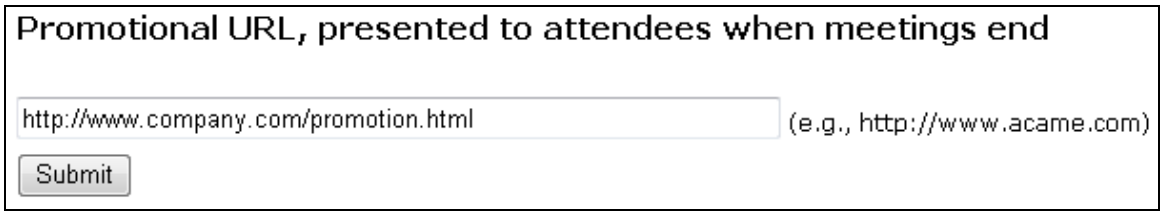


Figure 2.13 Change default promotion page

In the left frame of the System Management page, under Customization click the Audio Conference link. This allows the Administrator to change the telephone number used for audio conferencing.

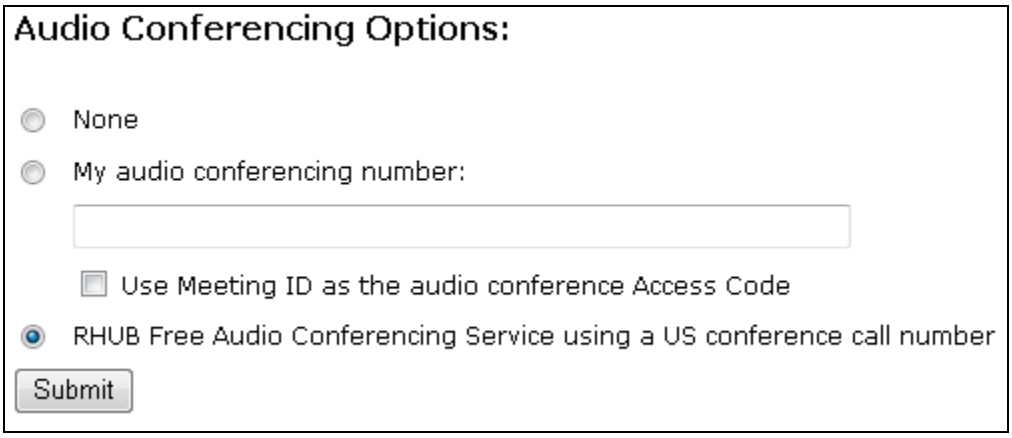

Audio Conferencing Options:
None
My audio conferencing number:
Use Meeting ID as the audio conference Access Code
RHUB Free Audio Conferencing Service using a US conference call number
Submit

Figure 2.14 Change audio conference phone number

2.6. Integration

In the left frame of the System Management page, under Integration click the Application Server link. This feature allows the Administrator to use their own authentication server, such as a CRM system, for user authentication.

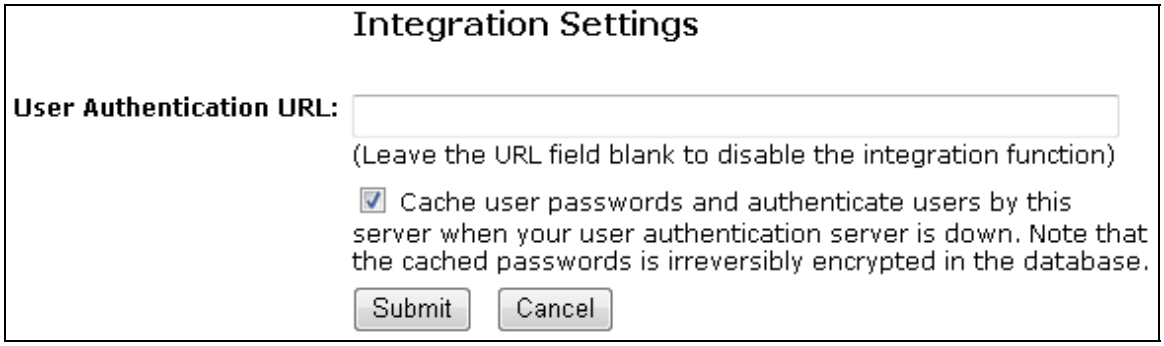

Integration Settings
User Authentication URL:
(Leave the URL field blank to disable the integration function)
Cache user passwords and authenticate users by this server when your user authentication server is down. Note that the cached passwords is irreversibly encrypted in the database.
Submit
Cancel

Figure 2.15 Integration with your server for user authentication

For more details on how to integrate with an authentication server:

1. Go to http://www.rhubcom.com
2. Click the “Support” link
3. Click the Integration link

2.7. Licensing

In the left frame of the System Management page, under Licensing click the Request link. This allows your RHUB appliance to host more meetings and allow more users.

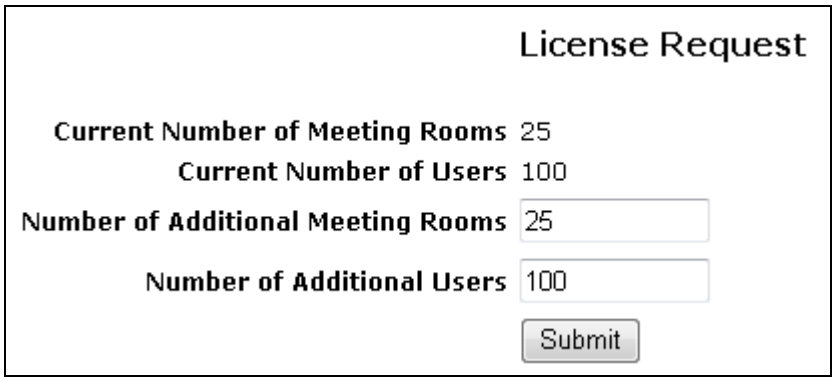

License Request
Current Number of Meeting Rooms 25
Current Number of Users 100
Number of Additional Meeting Rooms 25
Number of Additional Users 100
Submit

Figure 2.16 Request additional meeting rooms and users

In the left frame of the System Management page, under Licensing click the Upgrade link. By filling in the license key and clicking submit, you can upgrade the license for your RHUB appliance.

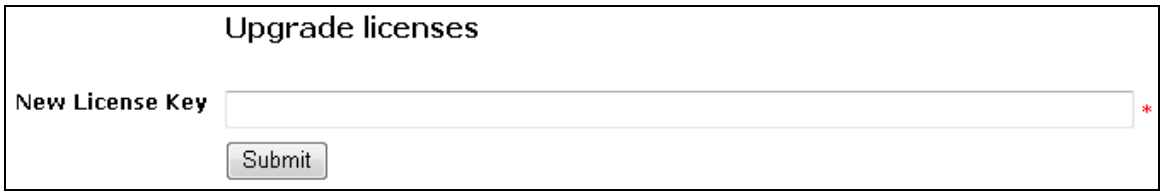


Figure 2.17 Upgrade RHUB license

3. Configuring the Firewall

There are three ways to deploy the TM-800/1000 and TS-700/900:

1. Outside the Firewall

2. Inside the Firewall and Accessible by Users outside Firewall

3. Inside the Firewall and not Accessible by Users outside Firewall

Depending on the deployment, you may or may not need to configure your firewall.

3.1. Behind Firewall and Accessible by Users outside Firewall

This deployment (Figure 3.1) is most popular and it is typically done by connecting the TM-800/1000 and TS-700/900 with the DMZ port of your router. You can also place the TM-800/1000 and TS-700/900 anywhere on your LAN.

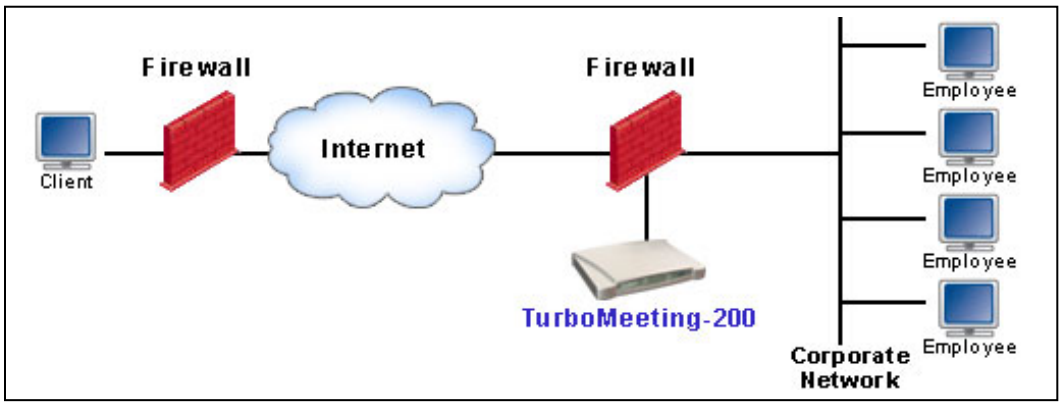


Figure 3.1 Inside Firewall and Accessible by Users outside Firewall

In order for external users to access your appliance, you need to open the inbound TCP ports: 80, 443 and 8889 on your firewall/router and forward the inbound TCP traffic on these ports to the corresponding ports of the local IP address of your RHUB appliance.

If you are using a SOHO or home router, opening inbound ports and doing port forwarding are fairly easy. For example, in a LinkSys router, you usually look for the “Applications” link. In a Belkin router, you look for the “Virtual Servers” link. After clicking the link, you will see a page similar to Figure 2.2. Fill in the three TCP ports (80, 443 and 8889) and your RHUB appliance local IP address. The firewall configuration is done.

In Figure 3.2, the “Private IP address” is the RHUB appliance’s local IP address, which you define when you configure the meeting server IP settings; the “Inbound port” may be called “Source port”; the “Private port” may be called “Destination port”. You can input anything in the “Description” field. Don’t forget to check the “Enable” fields.

	Enable	Description	Inbound port	Type	Private IP address	Private port
1.	☑	80	80 - 80	TCP	192.168.1. 192	80 - 80
2.	☑	443	443 - 443	TCP	192.168.1. 192	443 - 443
3.	☑	8889	8889 - 8889	TCP	192.168.1. 192	8889 - 8889

Figure 3.2 A sample of firewall configuration

This deployment gives you the maximum flexibility in terms of meeting access security control. With this deployment, you can host two types of meetings:

- Internal meetings that only users behind your firewall can join (including users in the Virtual Private Network, or VPN)
  Note: You can manually allow external users by specifying a list of IP addresses
- External meetings that anyone including attendees outside your firewall can join.

3.2. Outside the Firewall

With this deployment (Figure 3.3), TM-800/1000 and TS-700/900 is completely outside your corporate firewall. There is no firewall configuration needed.

To configure the server settings (Figure 2.3) for this deployment, you will need to obtain from your Internet service provider (ISP) the IP address, subnet mask, default gateway and DNS settings. Input the IP address in the “Public IP Address” field and other IPs in the “Permanent IP Settings”.

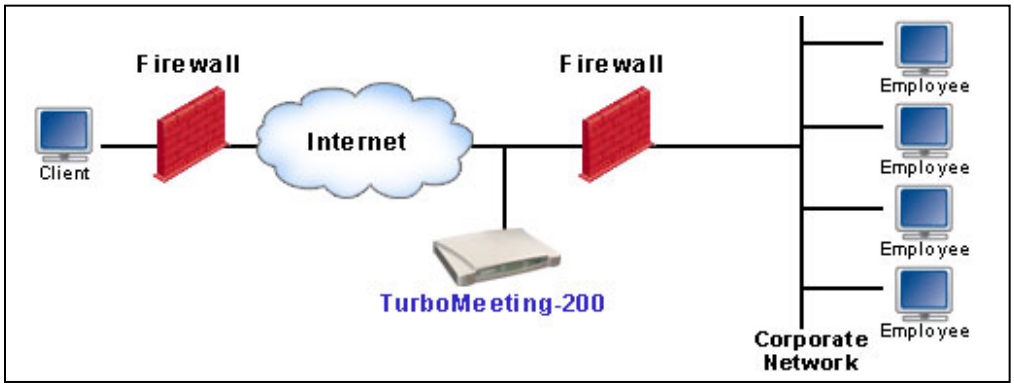


Figure 3.3 Outside the Firewall Deployment

3.3. Behind Firewall and Not Accessible by Users outside Firewall

This deployment (Figure 3.4) disallows users from connecting to the meeting server from the Internet outside your firewall and provides the maximum meeting access security. It will not allow any users outside your firewall (VPN) to join any meetings hosted on the server.

On the Server IP Settings configuration page (see Section 2.1), choose the option “No public IP address. This server is used only by internal users.” Then assign a static local IP, subnet mask, default gateway, and DNS servers for the meeting server (Figure 2.3).

You do not need to do any configuration on your firewall.

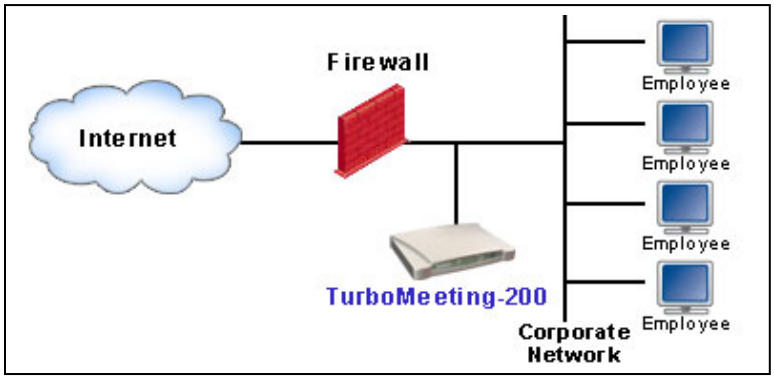


Figure 3.4 Inside Firewall and Not Accessible by Users outside Firewall

4. Manage Users

Login to the TM-800/1000 and TS-700/900 and enter the management page shown in Figure 2.2. Click the User Management "Users" link. A list of users will display as shown in Figure 4.1.

First Name	Last Name	Email	Phone	Administrator	Action
John	Doe	johndoe@acem.com	408-392-9218	Yes	Edit | Delete
Brian	Smith	brian@yahoo.com	408-838-3923	No	Edit | Delete

Add New User

Figure 4.1 List Users

You can click **Add New User** button to add a new user. Under the "Action" column, click the **Edit** link to edit a user profile or **Delete** link to delete a user profile from the system. Figure 4.2 below shows the page to create a user. You can define the meeting functions for each user.

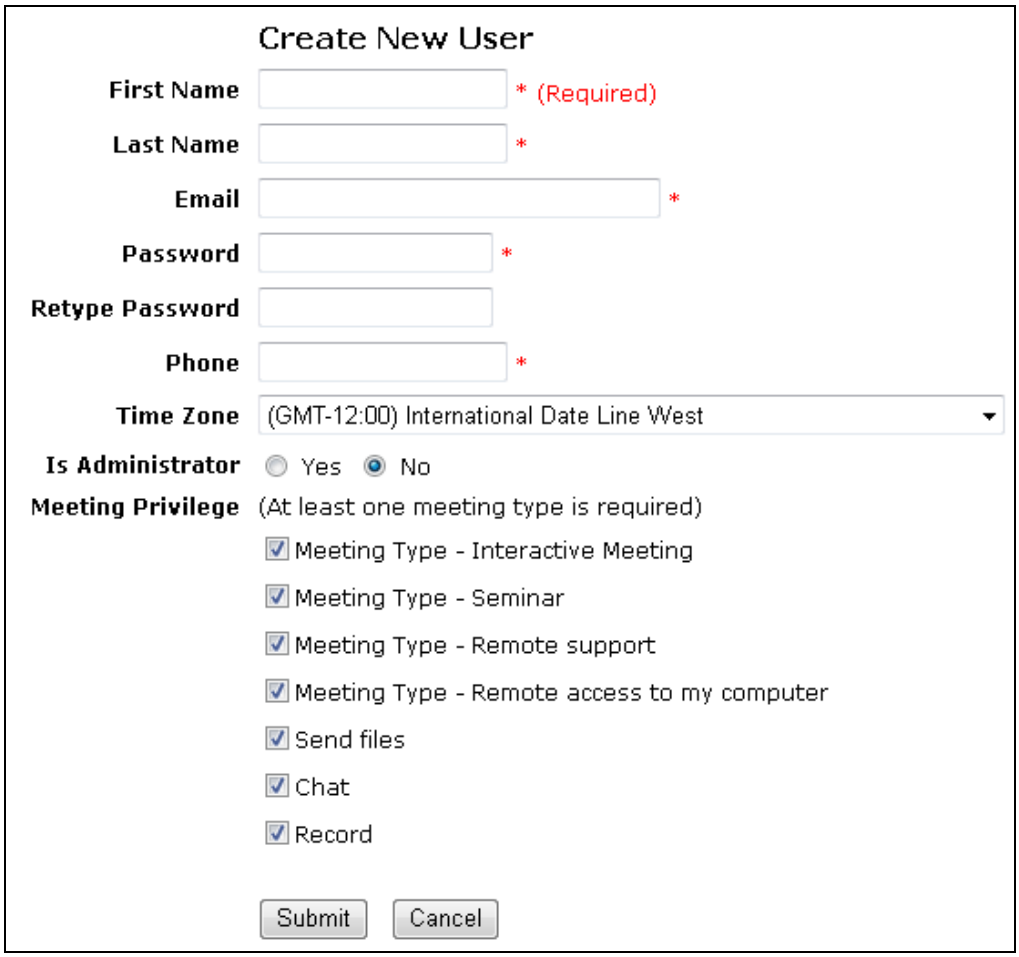


Figure 4.2 Create a user profile

5. Users authenticated using LDAP integration

Login to the TM-800/1000 and TS-700/900 and enter the management page shown in Figure 2.2. Click the Integration “LDAP” link and you will be shown the settings in Figure 5.1. To integrate with the LDAP server, specify:

- the LDAP server’s IP address as the Host IP address
- the LDAP Port for TCP communication (not the SSL port)
- any user’s distinguished name as the User DN
- the Password for the user specified in the User DN field

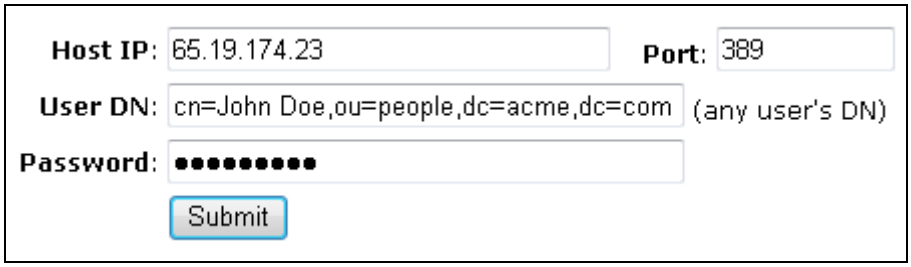


Figure 5.1 Enable LDAP integration

Only LDAP Version 3 is supported. No SSL encryption can be used for User DN and Password authentication. If a user with valid credentials fails to pass authentication by your LDAP server, check the following:

- Your LDAP configuration meets with the work conditions of this system.
- Your LDAP entries have the "distinguishedName" (DN) attribute filled with proper values. Empty values are not allowed. A Microsoft Active Directory server should automatically fill proper values for the attribute.

If the LDAP authentication fails, you have two ways to access your RHUB appliance:

- Disconnect this appliance from your LDAP server in order to force this system to use its local saved user credentials to continue user authentication.
- Reset this system, which will disable the use of the LDAP service.

6. Start Meetings

After you complete the above configuration, you can start to host and invite people to join your meetings. Open your browser and type the IP address of the TM-800/1000 and TS-700/900 into your browser. You should see the home page shown in Figure 1.1.

Click the “Host” button to host a meeting. The next page will ask you to accept a Java Applet. Accept it. TurboMeeting starts to run (Figure 6.1).

The Meeting Server Address in Figure 6.1 is your meeting server IP address. Type your email and password to start a meeting. The meeting control panel switches to the entry meeting control panel shown in Figure 6.2.

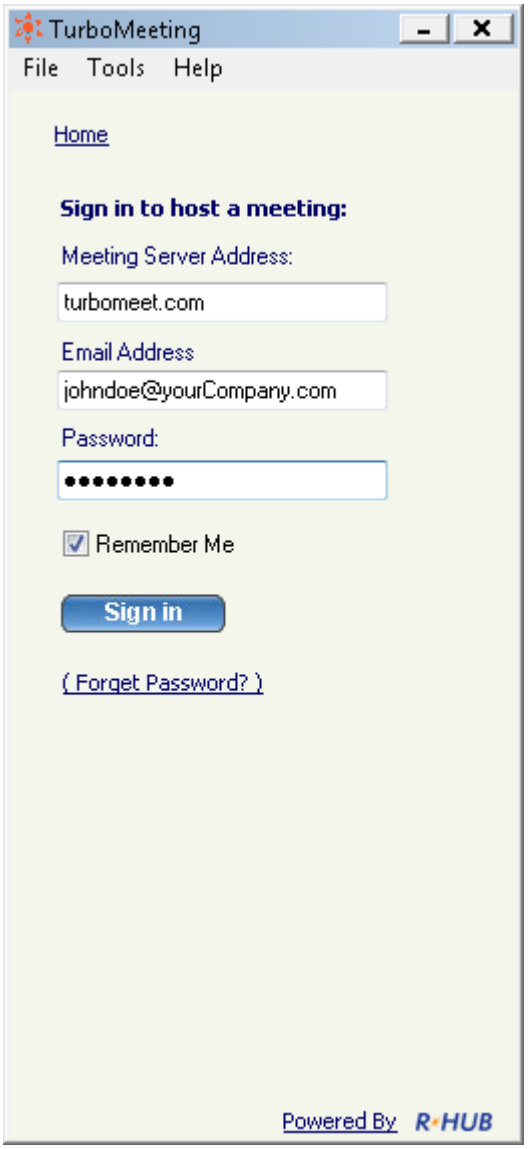


Figure 6.1 Start Meeting

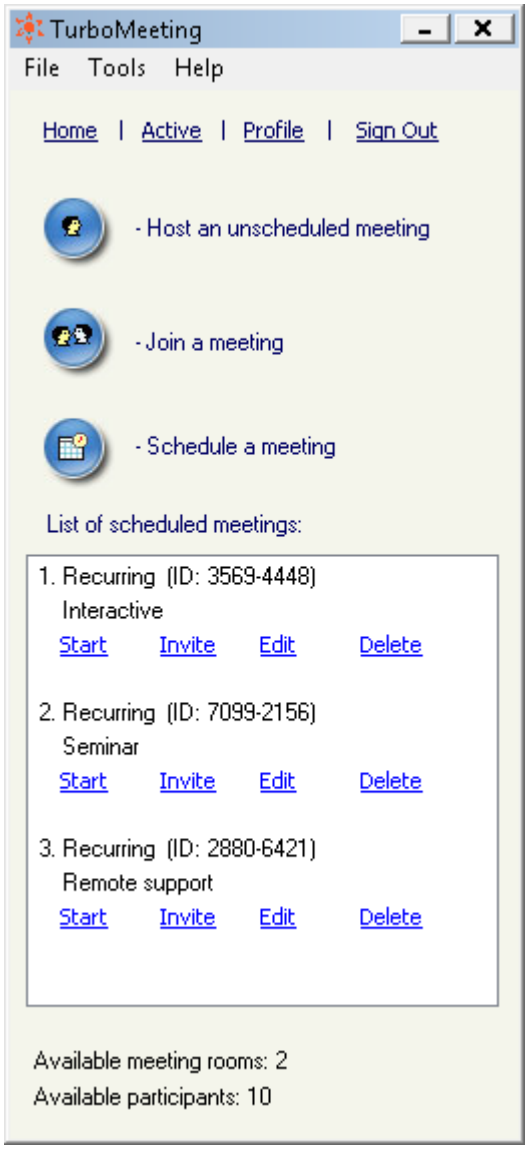


Figure 6.2 Enter Meeting Control Panel

Click on the “Host an unscheduled meeting” button as shown in Figure 6.2 and then select a meeting type. Your meeting starts (Figure 6.3).

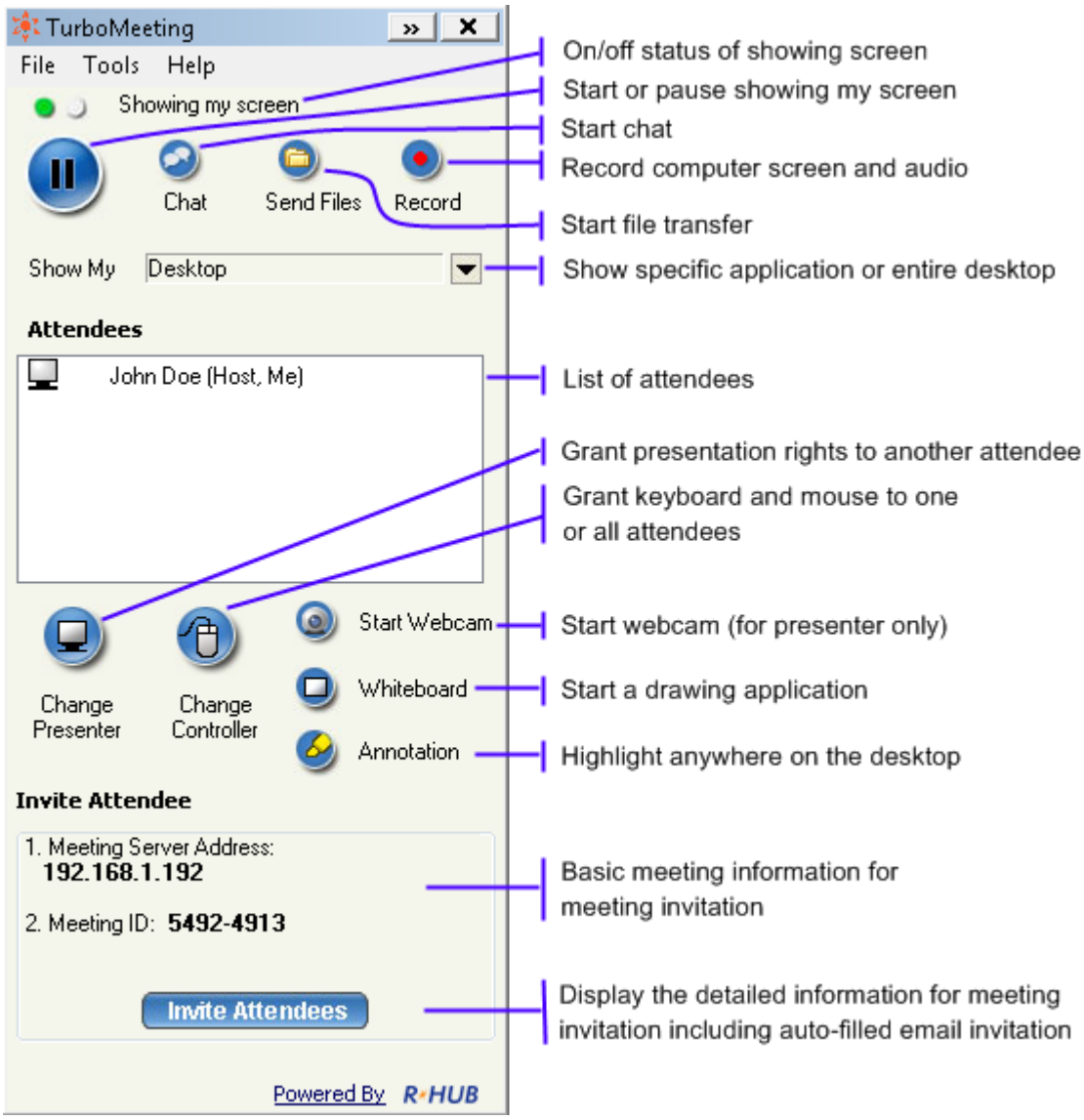
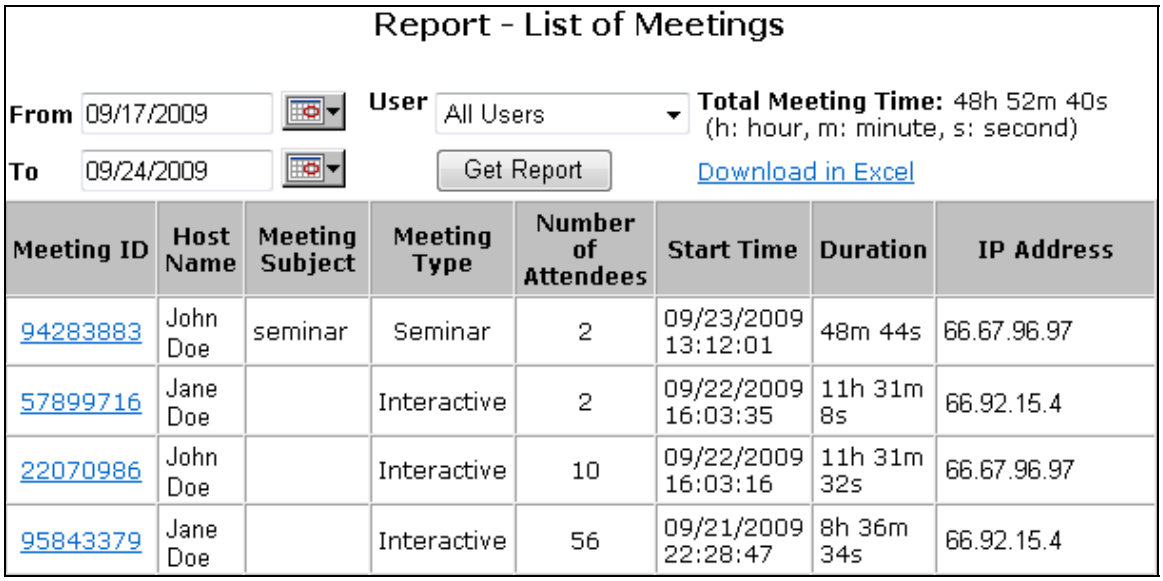


Figure 6.3 Main Meeting Control Panel

After the meeting starts, invite people to join your meeting by telling them the IP address and meeting ID shown on your meeting control panel. You can also click the “Invite Attendees” button for more invitation details.

7. Reporting

In the left frame of the System Management page, click the Report link to use the Reporting feature. The reporting feature allows the Administrator to view details on all meetings that have taken place using a RHUB appliance. The report can be run for any specified dates and optionally for any set of users. The report data can also be downloaded into an Excel file.



Report - List of Meetings

From 09/17/2009 User All Users **Total Meeting Time:** 48h 52m 40s (h: hour, m: minute, s: second)

To 09/24/2009 Get Report Download in Excel

Meeting ID	Host Name	Meeting Subject	Meeting Type	Number of Attendees	Start Time	Duration	IP Address
94283883	John Doe	seminar	Seminar	2	09/23/2009 13:12:01	48m 44s	66.67.96.97
57899716	Jane Doe		Interactive	2	09/22/2009 16:03:35	11h 31m 8s	66.92.15.4
22070986	John Doe		Interactive	10	09/22/2009 16:03:16	11h 31m 32s	66.67.96.97
95843379	Jane Doe		Interactive	56	09/21/2009 22:28:47	8h 36m 34s	66.92.15.4

Figure 7.1 Report of meeting activity

8. Reset Appliance

The following are two cases when you have to reset your appliance:

1. You forgot the administrator password
2. You move the appliance to a different network and you cannot access the appliance because you did not change the appliance IP settings for the new network while you could access the appliance in the previous network.

The RHUB appliance does three things during the reset:

1. It resets the system administrator account to the default one: "admin" as the email and "password" as the password. If you have multiple administrators, it only resets the first one's account.
2. It changes the IP settings to use DHCP.
3. It removes your own system home page URL so that you can easily access the appliance by a new IP address.

The reset does not affect any other data including user profiles, meeting logs, scheduled meetings, SSL certificate, audio integration setting, etc.

To reset the appliance, you need to connect it with your monitor, keyboard and mouse. The server runs in a Fedora Linux system. The default operating system login name is "turbomeeting" and the password is "password". After sign in, right click on the desktop and open a Terminal session. Type "./ResetTM", which resets the appliance. Then open a browser and type "http://localhost" to access the TurboMeeting administration pages. Use the system default account: "admin" as the email and "password" as the password.

Support Contact

If you purchased the TurboMeeting Appliance from a RHUB value-added reseller, please contact them for support. If your reseller is not able to provide you adequate support, your reseller will contact us or you can contact us directly.

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